

Strategic Issues Facing the Library

- The Challenge of **Capacity** How can the Library use its resources to match the increasing service demands of its customers while simultaneously delivering the highest quality service to the greatest number of Wichitans?
- The Challenge of **Change** How can the Department manage the changing business of libraries in the most effective fashion?

Who is a customer?



The State of the Library - 2007

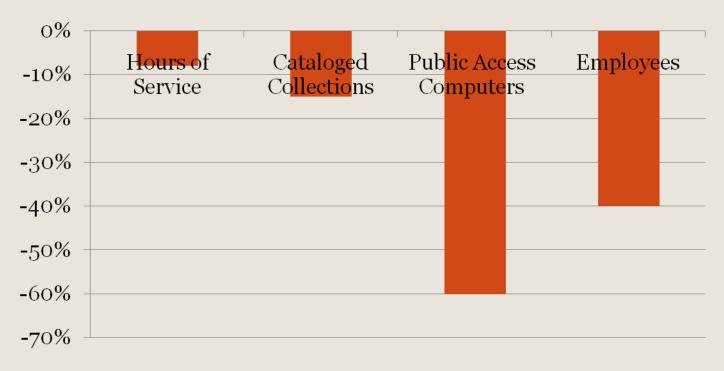
2,057,722 items circulated*
1,257,297 visits to library facilities*
1,107,370 uses of electronic resources*
294,503 questions successfully answered
218,610 public computing sessions completed
68,296 people attended library programs
230 agencies served through outreach services*

Active customers equate to approximately 40% of Wichita population

*records

Becoming "Standard"

Deviation from State Standard



- Formats
- Technologies
- DeliverySystems
- Space Uses
- Amenities
- "Third Place"

















The Changing Business of Libraries

New Mission

• "The Wichita Public Library provides collections and services that inform, entertain and enrich the quality of life in Wichita."

Volunteers

• In 2007, volunteers and program employees supplemented authorized staffing by more than 16,900 hours (8.0+ FTE)

Materials

 In 2007, general fund authorizations for library materials were matched by more than 35% through grant-writing, donations and distributions received from library support groups

Programs

 Beyond the staff time spent preparing and presenting programs, 100% of the costs related to library programming were funded by non-general fund resources

Collaborations

 Partnerships with numerous community partners help to ensure the Library avoids unnecessary duplication while extending its service outreach

Migration to Polaris

 Our planned transition to a new library automation system will help leverage staff resources, increase capacity of our public computing services, and create opportunities for increased payments against debt on library accounts

Process Improvements

- Completed projects deliver more/better service without additional resources
- Additional Refinement of Department Service Mix
 - Review of branch service hours

- Implementation of the Master Plan
 - O By 2011: 135,000 s.f. Central Library
 - O By 2013: 25,000 s.f. west Wichita regional library
 - O By 2016: 7,500 s.f. SE neighborhood branch
 - Between 2016 and 2021: 25,000 s.f. regional library in far East/Northeast Wichita
 - By 2021: Expand and/or remodel the remaining facilities as need as use might dictate

- Implementation of the Master Plan
 - o By 2013: 135,000 s.f. Central Library
 - o After 2016: 25,000 s.f. west Wichita regional library
 - Unfunded: 7,500 s.f. SE neighborhood branch
 - Beyond CIP timeline: 25,000 s.f. regional library in far East/Northeast Wichita
 - Beyond CIP timeline: Expand and/or remodel the remaining facilities as need as use might dictate

Our vision is to be recognized as one of the premier public libraries in the state, region and nation. Our measure of success will be our ability to comply with Measurements of Quality: Public Library Standards for Kansas and Hennen's American Public Library Ratings.

